Emergency Support Function – No. 7
RESOURCE MANAGEMENT

Primary Agency:

Virginia Department of Emergency
Management (VDEM)

Support Agencies and Organizations:

- Virginia Department of Agriculture and Consumer Services (VDACS)
- Department of Aviation (DOAV)
- Department of Corrections (DOC)
- Department of Criminal Justice Services (DCJS)
- Virginia Department of Fire Programs (VDFP)
- Virginia Department of Forestry (VDOF)
- Department of General Services (DGS)
- Virginia Department of Health (VDH)
- Department of Housing and Community Development (DHCD)
- Department of Military Affairs (DMA)
- Department of Motor Vehicles (DMV)
- Virginia Department of Transportation (VDOT)
- Virginia State Police (VSP)
- Virginia VOAD (Voluntary Organizations Active in Disasters)

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Purpose

Emergency Support Function (ESF) #7 – Resource Management manages resources in support of state and local governments prior to, during, and/or after an incident in coordination with other ESFs in the Virginia Emergency Operations Center (VEOC) and the Joint Field Office (JFO). For the purposes of this annex, "Resource Management" refers to logistics, people, places and things.

Scope

Resource management to state and local governments consists of emergency relief supplies, facility space, office equipment, office supplies, telecommunications, contracting services, transportation services , security

services, and personnel required to support immediate response activities.
ESF #7 provides support for requirements not specifically identified in other ESFs, including excess and surplus property.

Resource management will continue until the disposition of excess and surplus property, if any, is completed.

This annex addresses the overall organization for resource management and includes a specific section for Mutual Aid.

Mutual aid includes Statewide Mutual Aid (SMA) and the Emergency Management Assistance Compact (EMAC).

ESF #7 responds to resource needs of the Virginia Emergency Response Team (VERT) by looking first to the resources of state agencies and local governments, then to commercial contracts and finally to federal resources.

Mission

The mission of ESF #7 is to provide a basis for the management and provision of critical resources and supplies in support of disaster response and recovery operations. Contracts for designated resources and inventories of state and local government resources are the primary tools of ESF #7.

To assist local governments with the provision of essential supplies when requested.

To provide resources to the requesting entity within 48 hours of when the decision is made to deploy resources in response to an event.

Organization

VDEM ensures a coordinated framework for State resource management activities that includes logistics planning, preparedness, implementation, and evaluation in support of disaster operations.

Key Support Agencies

Several state agencies and Non Governmental Organizations (NGO) support the resources management function and maintain responsibilities for specific resources.

A. Department of General Services – Management of contracts for disaster goods and services, including ice and water.

B. Department of Corrections – A wide range of resources located at facilities throughout the Commonwealth.

C. Virginia VOAD – Liaison with voluntary agencies that provide resources and coordinate distribution of selected resources.

Concept of Operations

A. The primary responsibility for resource management when responding to local emergencies rests with local governments. If local resources have been fully committed to an incident and additional assistance is required, a local government will request assistance from the VEOC in accordance with VDEM's Request Management Standard Operating Procedure.

B. In the VEOC, the Logistics Section / Resource Management Unit of the VERT will coordinate the delivery of additional assistance as appropriate. The group will also manage the support resources needed for the operational capability of the VEOC, including information systems and the VEOC facility itself.

C. The Resource Manager / Logistics Section Chief will develop and maintain the *Resource Management Plan* to identify resources by type, source, location, quantity and size. The Plan also identifies the appropriate resources by hazard and scope of event.

D. It will also provide an Emergency Response Equipment Priority Matrix as below.

- 1 = **Immediate Need** – Meaning this resource may be needed immediately to mitigate the problem or to assist in the mitigation of the problem. The optimal timeframe of response would be 1 to 6 hours.

- 2 = **Immediate Need But Not a Priority** – Meaning this resource may be needed to assist in the mitigation of the problem or event. It may not necessarily be needed for the immediate mitigation of the problem or event. The optimal timeframe of response would be 1 to 12 hours.

▪ 3 = **Essential But Not Immediate** – Meaning this resource is essential to the mitigation, but is not a resource that would be needed immediately to mitigate the problem nor is it needed immediately to preserve life and property. The optimal timeframe of response would be 1 to 18 hours.

▪ 4 = **Needed But Not Essential** – Meaning that this resource is needed, but is not necessary to give immediate or essential assistance in the mitigation of the problem or event. There is no set timeframe on the arrival of this resource, but a timeframe of 1 to 24 hours would be acceptable in most instances.

E. The Resource Manager / Logistics Section Chief will initiate and maintain the Resource Manager Database. This database contains the emergency resources located at the local level as well as the state agency level. The resources include; but are not limited to, personnel, equipment, buses, generators, Incident Management Teams and other essential response items.

Routine Operations / Increased Readiness

A. Resource Management focuses primarily on the allocation, preparation, and deployment of resources.

Logistics personnel, as part of the VERT, begin to transition from day-to-day operations into active disaster management activities, such as tracking deployments and processing requests for assistance. State agency logistics staff will begin to:

1. Anticipate initial requirements based on hazard analysis, historical data and forecasted intelligence.

2. Participate in the development of the Coordination Action Plan.

3. Develop tactical logistics plans for consideration by the Operations Section and leadership.

4. Establish communications and coordination among State logistics partners (public and private), in state mutual aid, and participating EMAC States, to begin initial planning for transportation of goods and to locate mobilization and staging areas if needed.

5. All State agencies operating under their own authorities and funding provide mission/resource request support.

6. Resource Management maintains a vendor database through the DGS. The database includes but is not limited to vendors for the following items:

   a) Communication Equipment
   b) Transportation/vehicles (passenger, cargo, debris removal)
   c) Heavy equipment (generators, material handling, pumps)
   d) Useful materials and tools (fuel, sandbags, shovels, and other tools)
   e) Water & ice vendors
   f) Logistics Staging Areas (LSA's) as necessary and field sites.

7. Resource Management also works with the GIS Unit within the Plans Section of the VERT on population density in formulating ice, water and meal requirements for affected areas using the U.S. Army Corps of Engineer's Distribution Point Planning Guidance.

   Resource Management will also use as needed and approved the All Hazards Push Packages. These packages are preplanned, pre-priced, pre-positioned packages designed to provide an initial emergency equipment response into a stricken area within a 12-hour time period after an event has occurred.

These packages are adaptable and can be increased or decreased in size according to the needs of the event. The severity and need level of the event will determine the "Type" Package that is pre-deployed for or during the event.

Response Operations

1. State Resource Management partners transition to the Virginia Emergency Operations Center (VEOC) for ESF #7 Operations.

2. Logistics providers are formally activated. Operations personnel develop requirements, and logistics staff identifies field teams, if needed, as well as responder support goods. The field infrastructure for receiving personnel and goods will be developed, with distribution and staging area centers being identified or established and property management personnel identified and notified if needed.

3. The Resource Management Section is comprised of but not limited to:

    a. Resource Management and Coordination Unit
       1) EMAC
       2) Statewide Mutual Aid
       3) Accountable Property Officer (VDEM)
       4) Department of General Services
       5) Department of Corrections

    c. Information Systems Unit
       1) VDEM IT Personnel
       2) VEOC Virginia Information Technology Agency Staff
       3) VDEM Communications Specialists

    d. Logistics Support Unit
       1) VDEM Personnel
       2) VDEM Reservist Personnel
       3) Supply Room Personnel
       4) Receiving Personnel

    e. Procurement Unit
       1) VDEM personnel

Emergency Relief Phase

1. All agencies should exhaust their own channels of support (e.g., procurement contracting, state owned and mutual aid agreements with similar agencies in other jurisdictions) before turning to the resource management function.

2. The resource management organization must ensure that it extracts the essential information from those who report a need via the Crisis Management System (WebEOC), through the Resource/Local Liaison or by other means (e.g., telephone e-mail)

   Information is received Using the SALTT principle (**S**ize, **A**mount, **L**ocation, **T**ype needed, **T**ime needed) to determine what is needed and why, since different items might work as well or better and be readily available through alternate sources.

3. Upon receipt of a request through WebEOC, Logistics is tasked with attempting to fill the need. The task is then routed through a structured "flow" as described below:

    a. Mission is received in the WebEOC System. (WebEOC is the Primary means of tracking and assigning resources)

    b. The mission is passed to the Coordination & Planning Unit to determine if the item or items are available through SMA. If not, then…

    c. The mission is given to the VDC liaison in Resource Management to determine if it is available through their system. If not, then…

    d. The mission request is checked against the resources gathered under the Volunteer Donations Program. If the

request cannot be filled at this step, then…

e. The mission is passed to the Resource Management Unit Leader from DGS to outsource from a contracted vendor using the approved venders list to contract the needed resource. If it is not available readily, then…

f. The mission is reviewed for qualification to enter as an EMAC mission.

g. If the mission qualifies, it will be entered by the EMAC A-Team segment of the Planning and Coordination Unit. If the mission does not qualify, then…

h. The mission is returned to the Logistics Section Chief to pursue acquisition of the items or items through the completion of an Action Request Form (ARF) to FEMA.

4. Upon standing down, the resource requestor and provider are responsible for coordinating of the demobilization of the resource.

Facilities and Spacing Management

1. State owned facilities are to be used whenever possible and practical. (State Facilities list will be provided by DGS).

2. Lease and free use facilities and Distribution Sites will be identified throughout the state utilizing Local Support Services.

3. DGS can also assist in contracting for temporary leased facilities.

4. Facilities are referenced in the Local Resources Guidebook Indexes.

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Section 1 – Interstate and Intrastate Mutual Aid
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Mission

The Virginia Department of Emergency Management is responsible for assisting member jurisdictions of Virginia's SMA program and member states of the EMAC in effectively and efficiently exchanging services and resources, especially in response to a major disaster.

Concept of Operations

A. SMA and EMAC requests for assistance are received in the EOC and forwarded to the appropriate section as indicated below. Detailed processing procedures for SMA and EMAC requests are contained in the appropriate guidebook.

B. During routine operations, designated staff within VDEM are responsible for developing and maintaining interstate (between states, e.g. EMAC) and intrastate (within a state, e.g. SMA) mutual aid planning documents and, when needed, coordinating the exchange of services and resources between SMA member jurisdictions or the Commonwealth of Virginia and EMAC member states.

C. The Commonwealth should be prepared to deploy an equipped and trained EMAC Forward A-Team of either two members (Type 2 Team) or four members (Type 1 Team) for a period of two (2) weeks in support of EMAC activities in a disaster impacted EMAC member state or area.

D. When the VEOC enters the **Advanced Alert Level** of an **Increase Readiness Condition**, planning and coordination responsibilities for these activities revert to the Logistics Section staff as assigned in the VEOC. In addition to facilitating the exchange of services and resources via interstate and intrastate mutual aid agreements, the Logistics Section staff, as assigned, will monitor all assistance being provided from out-of-state to include assistance from FEMA, other federal agencies and EMAC. The Logistics Section Chief may request and receive a Type 2 EMAC Forward A-Team in advance of an anticipated disaster impacting the state (e.g. hurricane). This team will form the EMAC cell of the Logistics Section in the VEOC. Its mission is to implement EMAC on behalf of the Commonwealth of Virginia by coordinating and facilitating the provision of assistance from other member states.

REFERENCES

Resource Management will also use as a resource guide the following:

- ESF 7 Logistics Standard Operating Procedure - 2009
- Response Equipment Matrix Guide for Natural Occurring Events
- Response Equipment Matrix Guide for Multiple Occurring Events
- Response Equipment Matrix Guide for Human related Events
- Response Equipment Matrix Guide for Technological Events
- Response Equipment Matrix Guide for Hazardous Materials Events
- State Mutual Aid Guide Book
- Local Recovery Guidebook - Resource Index
- Local Recovery Guidebook – Agency / Organization Index
- Local Resource Guidebook – College / University Index
- Existing Emergency Services Stand-by Contracts with Emergency Response Vendors
- Statewide Mutual Aid Guidebook, VDEM, 2001
- Virginia Emergency Services and Disaster Law
- Emergency Management Assistance Operations Manual, NEMA, September 2005